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## Georgia Public Service Commission

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June 14, 2002

**RECEIVED**

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

In Re: CC Docket No. 98-67 – Georgia TRS Annual Log of Consumer Complaints

Dear Ms. Salas:

I am responding on behalf of the Georgia Public Service Commission to the requirement contained in the Order on Reconsideration in CC Docket No. 98-67 for state's and TRS providers' complaint log summaries for the 12 month period ending May 31 be submitted to the Federal Communications Commission by the states and TRS providers by July 1 of each year, beginning in 2001.

We have received three complaints at the Georgia Public Service Commission during the period June 1, 2001 – May 31, 2002 concerning the Georgia TRS.

1. On June 22, 2001, the Georgia Public Service Commission received a complaint from a subscriber who reported receiving multiple relay calls and relay calls in the middle of the night and who stated that she did not want to receive relay calls. She was referred to the Georgia Relay service provider's, AT&T's, customer service number so that she could request and receive a relay block.
2. On November 15, 2001, the Georgia Public Service Commission received a complaint from a subscriber wanting to know why AT&T was billing her for her long distance relay call charges when her long distance carrier was not AT&T. It was determined that her IXC was not a participant in the Relay Carrier of Choice platform even though they have had the opportunity to do so. This information was passed along to the subscriber.

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3. On December 3, 2001, the Georgia Public Service Commission received a complaint from a subscriber via her local exchange company wanting to know why she was being billed for her long distance relay call charges by AT&T when her long distance carrier was not AT&T. It was determined that her IXC, who is the same company as her local exchange company, was not a participant in the Relay Carrier of Choice platform. Her local exchange company/IXC agreed to participate in the Relay Carrier of Choice platform.

AT&T, will be submitting its log of complaints concerning the Georgia TRS directly to the FCC. Georgia Public Service Commission staff review these complaints on a monthly basis as they are reported by AT&T, including the resolution of each.

Sincerely,

A handwritten signature in black ink, appearing to read "K.H. Ellison", with a stylized flourish at the end.

K.H. Ellison  
Assistant Director  
Utilities Division